

03V-444 ① of ⑤

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report⁽¹⁾

On October 27th 2003, R-VISION Inc. decided that a defect which relates to motor vehicle safety exits in items of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: October 27th, 2003

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

R-VISION

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.


Robert Clark, Warranty manager

Telephone Number: (574)268-2111 Fax No: (574)268-0036

Name and Title of Person who prepared this report.

Robert Clark, Warranty Manager

Signed:



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2003 OCT 27 P 4:19
OFFICE OF DEFECTS
INVESTIGATION

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Trail – Lite motor homes and travel trailers produced between May of 2000 and September of 2003 that are equipped with a Samsung microwave oven.

Generic name of the item: Microwave Oven

Make: Samsung

Model: MR5491G / MR5491G01, MR5492W / MR5494W01, MR5493G / MR5493G01, MR5494W / MR5494W01,

MR7491G / MR7491G01, MR7492W / MR7492W01, MR7493G / MR7493G01, MR6698WB, MR6699GB,

MR6699SB

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996, through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

100%

II. Identifying the Recall Population

3. Furnish the total number of items of equipment recalled potentially containing the defect or noncompliance.

The total number containing the defective microwave is 5, 621.00

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment:

The population was determined by our purchasing records for the defective Samsung Microwaves.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

-A defective circuit in the microwave control panel can cause the oven to activate without pressing any key pads on the control panel.

Describe the cause(s) of the defect or noncompliance condition.

-Samsung Electronics has informed us that the defect stems from a possible electric short between circuit patterns on the control panel.

Describe the consequence(s) of the defect or noncompliance condition.

-The microwave activating automatically presents a risk of smoke or fire if the oven is used for storage purposes or something has been left unattended in the microwave oven.

Identify any warning which can (a) precede or (b) occur.

-Consumers should unplug the microwave, or leave the door ajar until the unit's control pad is replaced.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

-Samsung Electronics America, Inc.

400 Valley Road, Suite 201

Mount Arlington, NJ 07856

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

We received a letter from the Samsung Field office on October 21st, 2003; informing us that Samsung had filed a Safety Defect and Noncompliance report with NHTSA regarding certain microwave oven models manufactured for installation in recreational vehicles. A follow up call from Mr. Dan Gurley at the Samsung field office allowed us to confirm the affected model numbers, and at the request of Mr. Gurley we compiled and forwarded a list of all potentially affected vehicle unit serial numbers and dealer / consumer contact information so that Samsung could begin notifying the owners of the defective microwave ovens.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

-Samsung will replace the defective control pad free of charge. Further information can be obtained by contacting Samsung toll free at (800) 932-3837

Website: www.samsungusa.com/microwaveovens

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

-We are no longer using the defective Microwave in production.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

-Samsung Electronics will be conducting the notification process of the recall as well as the required follow up reports to the NHTSA.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.